



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
BOX 99100
YUMA, ARIZONA 85369-9100

StaO 3700.3H
3AQ
07 APR 1997

STATION ORDER 3700.3H

From: Commanding Officer
To: Distribution List

Subj: HANDLING OF AIRCRAFT DISTURBANCE COMPLAINTS

Encl: (1) Aircraft Noise/Complaint Form

1. Purpose. To publish instructions relative to the handling and control of complaints from civilian sources regarding aircraft disturbances.
2. Cancellation. StaO 3700.3G.
3. General. This Command receives numerous telephone inquiries regarding aircraft disturbances. These calls originate from many sources and are addressed to various departments, sections or individuals.
4. Policy. All aircraft disturbance complaints and inquiries alleged to pertain to this Station or to deployed/transient aircraft shall be politely acknowledged and promptly investigated.
5. Action

a. During normal working hours, the Community Planning and Liaison (CP&L) Office is designated the recipient for all aircraft disturbance complaints. Any person, section, unit or department attached or deployed to MCAS Yuma shall, upon receipt of a disturbance complaint, (e.g. sonic booms, low level flying, etc.) redirect the communication expeditiously to the Community Planning and Liaison Office, Marine Corps Air Station, Yuma, extension 2325. After working hours, the caller has a choice of leaving a message on an answering machine for a return call the following work day or staying on the line to speak to a representative from the Flight Clearance Section.

b. When the CP&L Office receives the incoming complaint, all information received from caller will be annotated on enclosure (1) and faxed to the Flight Clearance Section immediately. The Flight Clearance Chief/Supervisor will expeditiously notify the Airfield Operations Officer of the complaint by delivering the form and noting any immediate action taken to identify and/or cease the disturbance. If the complaint involves aircraft assigned to MAG-13, the Flight Clearance Chief/Supervisor will notify the MAG-13 Operations Officer, extension 2258. After 1630, the MAG-13 Duty Officer shall be notified at extension 2124.

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complaint involves aircraft assigned to MAG-13, the Flight Clearance Chief/Supervisor will notify the MAG-13 Operations Officer, extension 3688. After 1630, the MAG-13 Duty Officer shall be notified at extension 2124.

c. When the incoming complaint is initially received by the Flight Clearance Section they shall proceed as set forth in subparagraph 5b.

d. Upon receipt of the complaint, the Airfield Operations Officer shall investigate the circumstances, noting the findings/action taken and forward the enclosure to the CP&L Office.

e. The CP&L Office shall notify the Claims Officer at the Law Center as soon as possible if there is a complaint concerning damage to private property. CP&L will then coordinate visits to the damage complaint site with the Claims Officer and Duty Photographer.

f. The Claims Officer at the Law Center shall provide appropriate claims forms and instructions to persons with property damage and will ensure that any investigation for claims purposes is handled as expeditiously as possible. Upon completion of any such investigation, the Claims Officer shall notify the CP&L Office of the outcome of the investigation.

g. The Communications Officer shall indoctrinate all station telephone operators to transfer all incoming aircraft disturbance complaint calls to the CP&L Office, extension 2325.

h. The CP&L Office shall call, as required, the complainant of any action taken regarding their complaint, prepare written responses as necessary and maintain statistical data for command use.

6. Summary of Revision. This revision contains numerous changes and should be read in its entirety.

7. Concurrence. The Commanding Officers of MAG-13, MAWTS-1, and VMFT-401 concur in and make this Directive applicable to their units.



C. J. TURNER

TRIBUTION: A
MAG-13: A
FT-401: A

001294
(Date)

MEMORANDUM FOR THE RECORD

From: Directive Control Point Clerk
To: Files

Subj: STATION ORDER 3700.34

1. Upon my assumption as Station DCP Clerk, and upon my review of the subject Order, there was no supporting documentation contained in the Official File Folder.


(SIGNATURE)

No Ann Review done since 9803